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- ☐ 2. **GLOBAL CASE STUDY: Creative Labs: Plugging The Black Hole**
Dataquest. New Delhi: Dec 15, 1998. p. 1
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- ☐ 3. **Recovering and learning from service failure**
Stephen S Tax, Stephen W Brown. Sloan Management Review. Fall 1998. Vol. 40, Iss. 1; p. 75 (14 pages)
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- ☐ 4. **TECH BRIEFS; [Rockies Edition]**
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M2 Presswire. Coventry: Oct 25, 1999. p. 1

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Fox, Bruce. Chain Store Age Executive with Shopping Center Age. May 1995. Vol. 71, Iss. 5; p. 209 (2 pages)

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- ☐ 3. **So you're thinking about buying a computer... Series: Seniority; [CITY Edition]**
St. Petersburg Times. St. Petersburg, Fla.: Jan 31, 1995. p. 16.G

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- ☐ 2. **BrandStamp rolls out pilot program**
 Ann M Mack. *Adweek (Eastern edition).* New York: May 15, 2000. Vol. 41, Iss. 20; p. 92 (1 page)
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 Ann M Mack. *Brandweek.* New York: May 15, 2000. Vol. 41, Iss. 20; p. 88 (1 page)
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- ☐ 4. **BrandStamp rolls out pilot program**
 Ann M Mack. *Mediaweek.* New York: May 15, 2000. Vol. 10, Iss. 20; p. 86 (1 page)
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- ☐ 5. **PinPoint Corporation Establishes Locatelt! Partner Program to Provide Worldwide System Integration and Support Services to 3D-iD Local Positioning System Installations**
 Business/Technology Editors. *Business Wire.* New York: Aug 3, 1999. p. 1
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- ☐ 6. **Product traceability: A guide for locating recalled manufactured goods**
 Gigi M Lipton. *Quality Congress. ASQ's ... Annual Quality Congress Proceedings.* Milwaukee: 1998. p. 423 (9 pages)
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- ☐ 7. **Freightliner tool drives employee efficiency**
 Jacobs, April. *Computerworld.* Framingham: Jun 17, 1996. Vol. 30, Iss. 25; p. 81 (2 pages)
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